

Federal Acquisition Service

The logo for the USA ACCESS Program, featuring the word "USA" in blue, a red circle containing a white "A", and the word "ACCESS" in blue, followed by "Program" in a smaller blue font.

GSA  
Managed Service Office

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October 25, 2007

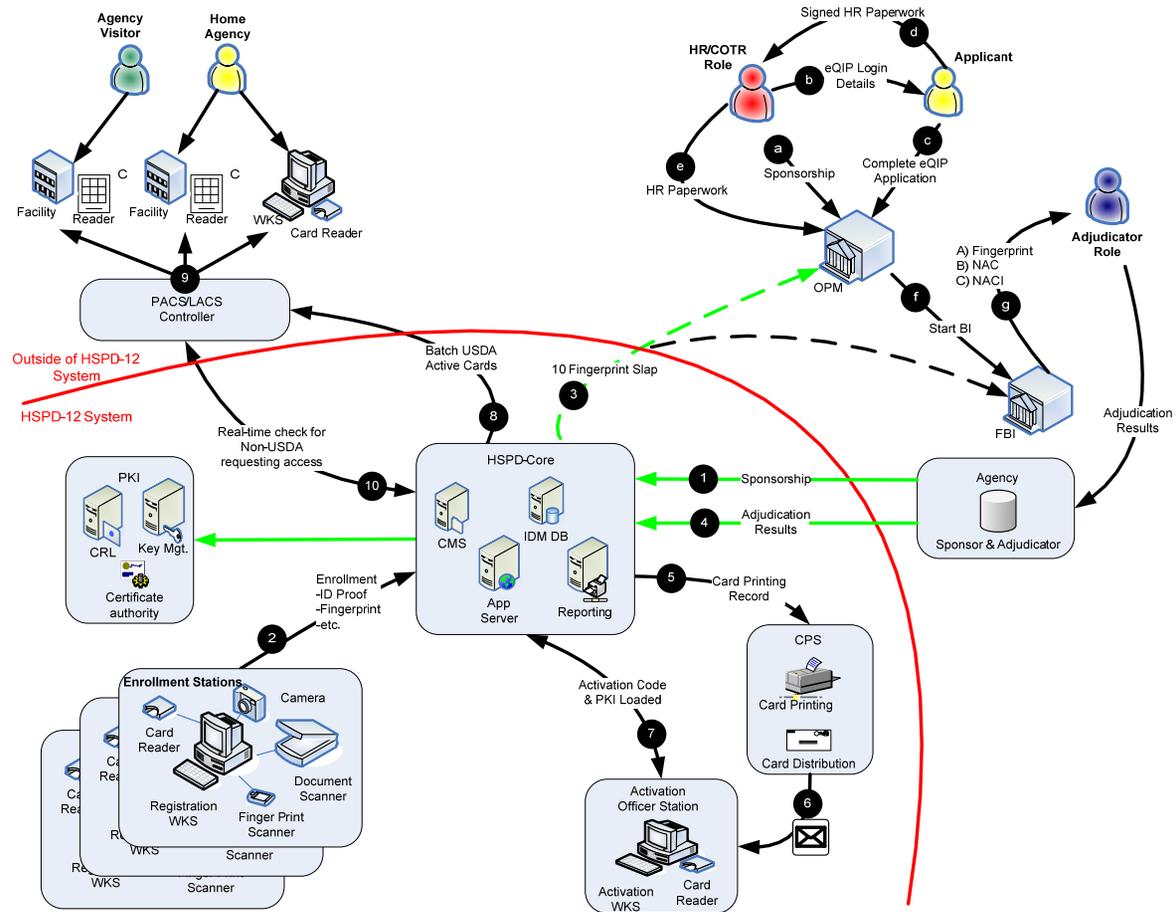
# Overview

- GSA Managed Service Office provides FIPS201 certified credential services to share-holder agencies to meet the requirements of HSPD-12
- Contract awarded 23 April 2007 to EDS to provide credentialing services.
- 42 Agencies, Commissions , and Boards onboard at contract award date. Confirmed population was 500k+ government employees and contractors
- Service goal to credential all by October 2008.
- Credentialing to commence August 2007

# Overview

- Next-Generation Solution:
  - Multiple biometrics (fingerprint and facial).
  - Post-issuance capability
  - Options for unattended activation
  - Implementing the standard interfaces defined by the government in FICC AWG (a first).

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# Enrollment Infrastructure

The MSO has contracted with EDS to provide:

- 225 'CORE' Credentialing Centers
  - 100 Credentialing Centers with 1 year of staffing
  - 100 Credentialing Centers without staffing
  - 25 Mobile stations without staffing

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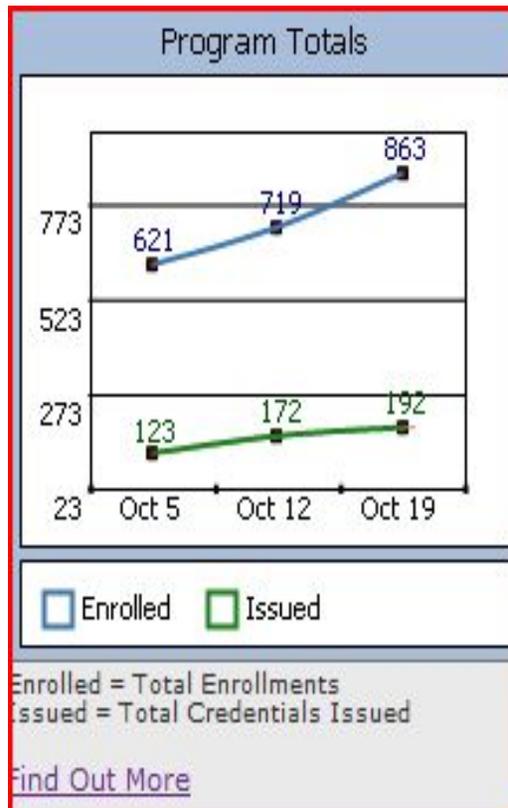
**Original Schedule**

- Award 23 April 07
- Milestone 1C – 2 July 07
- Target ATO – 8 July 07
- Production- 22 July 07
- 25 enrollment stations/month install

**Actual Progress**

- Award 23 April 07
  - 14 days Protest Time
- Milestone 1C – 16 July 07
- ATO 13 August 07
- Production – 5 Sept 2007
- Currently 21 installed with 77 sites identified. Only 8 operating with very light customer load.

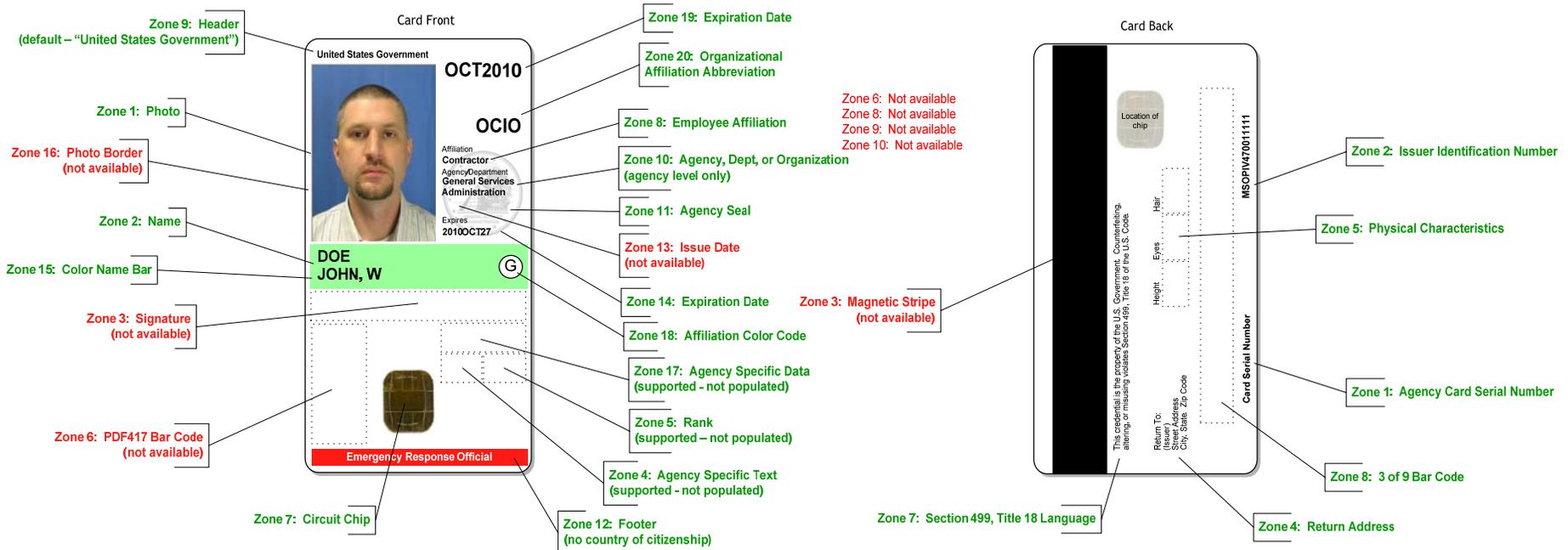
# MSO Issuance Status- 10/19/2007



- 67 Agency Customers
- Agency Configurations
  - 15 Active Agencies
- Initial load
  - 2-3 week lag from load and configuration to 'start' credentials
  - 2900+ people 'touched system'

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# GSA Card Topology



# Loading Card Configuration

- Set Card Auth serial number in the Database
- Check all addresses and confirm they have proper room numbers
- Set the OU and Entrust configurations
- Confirm the configuration with the NIST 800-87 agency codes
- Confirm site contacts
- Check the agency seal configuration and confirm the connection and data set with Card manufacturer
- Check user container configuration
- Verify SOI/SON if provided
- Load the agency card policies
- Add the Active Directory info in the IDMS/CMS
- Build Agency profile
- Add groups to the CMS
- Transfer build info to Timetrade
- Load the role holders.

# Issues-Deployment

- Installation of workstations difficult (coordination)
  - GSA MSO is a 'foreign' system on customer networks. Requires review of C&A and interconnect agreements to be signed
  - Configuration at every site is unique
- Registrars hard to recruit and retain (50% drop rate)
- Web based training not adequate. Have commenced classes
- Not enough enrollees to merit manning systems

# Software Issues

- Credential Cards (Product) have passed ALL scrutiny
- Application issues:
  - Many annoyances (policy driven) that we will change in time
  - BUGs (some major) identified by GSA-CIO with web interface
  - USDA (using bulk upload)
  - Some business processes need revamped, priority in email addresses and the scheduling tool.
- General feedback – software needs improvement but is usable.

# Lessons Learned

- Communicate
  - Website [www.fedidcard.gov](http://www.fedidcard.gov)
  - Newsletter “Blue Top”
  - Customer Call
- Ask For Help
  - Deployment Working Group
  - PKI Working Group
  - User Groups (just starting)
- Set Expectations